Privacy Policy

Effective Date: September 1, 2025

Journey House Behavioral Health ("JHBH," "we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard the information you provide when you use our website (the "Site").

1. Information We Collect

We may collect the following types of information when you visit or interact with our Site:

- **Personal Information You Provide**:
    - Name, email address, phone number, mailing address (e.g., via contact forms, referral forms, or donations).
    - Payment information when making donations.
    - Information submitted through forms (referrals, applications, or inquiries).
- **Automatically Collected Information**:
    - IP address, browser type, operating system.
    - Pages visited, time spent on site, referral source.
    - Cookies and similar tracking technologies.
- **Sensitive Health Information**:
  Journey House Behavioral Health may collect health-related information if you voluntarily submit it through intake or referral forms. Such information is protected and managed under **HIPAA** and other applicable laws.

2. How We Use Information

We use collected information for the following purposes:

- To respond to inquiries or referrals.
- To provide recovery services and coordinate care.
- To process and acknowledge donations.
- To communicate updates, newsletters, or event information (when you opt-in).
- To improve our Site and services through analytics.
- To comply with legal, regulatory, and reporting requirements.

3. Sharing of Information

We do not sell or rent personal information. We may share information:

- With trusted service providers (e.g., donation processors, website hosting, analytics tools).
- With clinical staff or peer support staff for treatment coordination (subject to HIPAA).

- As required by law, court order, or government regulation.

4. Donations

Donations processed through the Site are handled by third-party providers (e.g., Stripe, PayPal, or similar). Journey House Foundation, a 501(c)(3) nonprofit, ensures all transactions are secure and compliant. Your payment information is not stored on our servers.

5. Cookies & Tracking

We use cookies and similar tools to enhance user experience and analyze website performance. You can adjust your browser settings to block cookies, but some features of the Site may not function properly.

6. Data Security

We implement safeguards to protect your personal and health information, including encryption, access controls, and secure servers. However, no system is completely secure, and we cannot guarantee absolute protection.

7. Your Rights

Depending on your location and applicable laws, you may have the right to:

- Access, update, or delete your personal information.
- Request restrictions on how we use your health information (HIPAA).
- Opt out of marketing emails by clicking “unsubscribe” in communications.

8. Children’s Privacy

This Site is not directed toward children under the age of 18. We do not knowingly collect personal information from children without parental consent.

9. Links to Other Websites

Our Site may contain links to external websites. We are not responsible for the privacy practices or content of those third-party sites.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with the revised effective date.

11. Contact Us

If you have questions about this Privacy Policy or your personal information, please contact us:
Journey House Behavioral Health
7740 Shrader Rd., Henrico, VA 23228

Email: info@journeyhouserecovery.org
Phone: (877) 484-5769